IS&T Promotes Service First...

"I'm the computer fairy. Technical support sends me to fix the worst problems."
IS&T Service Structural Diagram

Academic Computing

Administrative Computing
IS&T Service Structural Diagram

Operations and Infrastructure

Academic Computing

Administrative Computing
IS&T Dept Gross Expense Budget for FY 2005 = $46M

- $16M Telephone & Network (35%)
- $22M Admin Computing (48%)
- $8M Academic Computing (17%)
Did You Know...

• MIT has over 350 Gigabytes of Internet traffic per day – equivalent to about 2% of the Library of Congress.

• mit.edu received 432,722 mail messages Monday – over 30% were classified as Spam.

• The IS&T Help Desk receives almost 5,000 calls/emails per month.

• There are over 45,000 network connections on campus – about 3 for every person.

• There is over 5000 miles of fiber optic cable connecting campus buildings. Most of it is unused.

• It will cost almost $50 million to upgrade all network cabling and equipment on campus for 100Mb connections.

• There are more than 3,400 users of TechTime on campus.

• There is approximately 1.6 million feet of Network and Telephone cable going into the Brain & Cognitive Sciences Building.

• There is approximately $10M in network router equipment in the Stata Center.
Observations from the IS&T Help Desk

• 1350 cases overall makes Sloan the top DLC in cases created
• Much of Sloan community directly interacts with IS&T
  – 81% of Sloan administrative community (60% for all MIT)
  – 62% of Sloan Faculty (55% for MIT), 19% students (30% MIT)
• Sloan clients seek help less than the MIT average
  – 55% of Sloan cases are for consulting help, vs 68% across MIT
  – 4.9 cases per Admin client, vs. 6.8 for across MIT (↓ 30%)
    2.1 for Faculty, vs. 2.8 (↓ 25%), students 1.5 vs 1.9 (↓ 21%)
• Sloan efforts at prevention and local support seem to be effective, especially for their students.
• Admin, Faculty and Students had different problem “hotspots” but Network issues were high for all.
IS&T Groups on Campus

- IS&T
- Lincoln Lab
- Media Lab
- Economics
- BioMicro Center
- CSAIL
- MicroTechnology Lab
- Open CourseWare
- Office of Sponsored Programs
- Lab for Nuclear Science
- Sloan
- CAO - LFO
- Research Lab of Elec.
- EECS
- Plasma Fusion Center
- Libraries
- Mathematics
- Chemical Eng.
- Controller’s Accounting Office
- Alumni Association
- Medical
- Urban Studies & Planning
- Chemistry
- Academic Media Production Services
- Plasma Science & Fusion Center
- Treasurer's Office
- Human Resources
- Center Space Research
- Student Services
- Resource Development
- Facilities
- Broad Institute
- Technology Licensing Office
• AAC-II
• Academic Council
• AIM
• AMPS Advisory
• Administration Services Policy Coordinating Council
• Council on Educational Technology
• Education Technology Partners
• Help Services Advisory

• I-Campus Steering Committee
• Information Technology Coordinating Council (new)
• IT Leaders
• IT Partners
• SAPbiz
• Stellar Advisory Group
• User Group Leaders
Institute-Wide IT Budget

Institute-Wide Gross IT Budget = $100M (est.)

- $16M Telephone & Network
- $22M IS&T Dept
- $??M DLCs Admin. Computing
- $??M IS&T Dept Academic Computing
- $8M IS&T Dept Academic Computing
- $22M IS&T Dept Admin. Computing
Client Support Services

Greg Anderson
Director
Client Support Services

MIT Home Page
(Suzana Lisanti)

User Groups/
Negotiated Agreements
(Ginny Williams)

Data Analysis &
Presentation
(Rob Smyser)

Distributed Support
(Kyle Pope)

Help
(Barbara Goguen & Oliver Thomas)

Training and Web Consulting
(Jane White)

Software Licensing And Distribution
(Jon Hunt)

Client IT Security
(Tim McGovern)

IT Partners
Service Level Agreements
Desktop Deployments
Preventative Maintenance
technical services

First Contact
Student help/RCC
Walk-ins

Training
Publications
Web Consulting
Usability
Accessibility

Release Licensing Distribution

Security Stopit IT Policy
# Operations and Infrastructure Services

## Theresa Regan
Director
Operations & Infrastructure

### Infrastructure Software
Development & Maintenance

#### Data Warehousing & Administrative Services
(Mary Weisse)

- Data Admin Consultations
- Data Modeling
- System Design Review
- Design, maintain & expand the Data Warehouse
- User support and specialized training in Brio Query and use of the Data Warehouse
- Create and distribute standard report templates for warehouse users

#### Infrastructure Applications Team
(Susan Starr)

- Provide administration, maintenance configuration, installation and upgrades for enterprise-wide infrastructure applications including:
  - Central Print
  - IXOS Image archiving system
  - EDI (Electronic Data Interchange)
  - Credit Card Processing
  - Request Tracker (RT)

#### Software Development & Integration Team
(Marshall Vale)

- Athena environment for UNIX development
- Kerberos development
- WIN Domain development
- Platform Commons technical liaisons
- Native application development assistance
# Operations and Infrastructure Services

**Theresa Regan**  
**Director**  
**Operations & Infrastructure**

## Network Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
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| MIT Network Manager | (Jeff Schiller)  
Network Architecture  
External Connectivity and Relations  
Internal Standards  
Network and Information Security |
| Network Strategies | (Brian Shannon)  
Network infrastructure planning  
IS&T outside plant planning and installation  
IS&T outside plant maintenance, relocation and coordination |
| Network & Infrastructure Services | (Mark Silis)  
WIN.MIT.EDU Ctrl Window Domain  
Citrix Virtual Windows application environment  
Techtime - campus calendar  
MIT Online Directory  
MIT Mail Svs (routing, Mailman list svs, post office mail storage, spam management tools)  
MIT Web Services (WebMail, central web svr, campus search engine)  
MIT.EDU Namespace (Domain Name System (DNS), MIT ID Sys.)  
Authentication & Authorization (Kerberos, X.509 server & personal certificates)  
MIT Network (external connectivity, campus backbone, connectivity to remote MIT sites)  
MIT Remote Access Services (Tether, Ipass, VPN) |
| Telecommunications & Network Installation Services | (Andrew Bonvie)  
Physical Layer Consulting  
Jack Installations  
MITnet Activations  
Wireless Installations  
Fiber Circuit Installation  
IP Addressing  
Network Upgrades  
Network Troubleshooting  
IS&T Physical Layer Maintenance and Repair |
Operations and Infrastructure Services

Theresa Regan
Director
Operations & Infrastructure

Operations Services

Data Center Operation Services
(Karen Fortoul)
- Management of W91 data center including environmental monitoring and physical security
- Server Management - hardware de/installation, console monitoring, tape mounting for backups
- Print services
- Production jobs on mainframe
- Co-location services

Server Operations Team
(Harold Pakulat)
- Installs and maintains centrally managed servers and software
- Supported environments, technologies & software include Solaris, TRU64, VMS, LINUX, SAN, RAID, Athena, Oracle and Apache

VM Systems Services
(Karen Fortoul)
- Maintain MITVMA/C systems for Admin clients on the IBM mainframe
- TSM Backup service
- LISTSERV mailing list service
Telephony & IS&T Shared Services

Allison Dolan
Director
Telephony & IS&T Shared Services

Shared Services

Competency Group
(Ed Dolan)
- Staffing (hiring, terminations & employee changes)
- Employee Relations
- Staff Development
- Organizational Design

Administrative Services
(Jean Greene)
- Facilities Management
- Meeting & travel arrangements

Financial Services
(Angie Milonas)
- Budgeting
- Process & monitoring transactions
- Financial analysis & consulting
- Reporting
- Forecasting
- Modeling

5ESS Operations
(Louise Keohane)
- Management of 5E switch
- Voice mail
- Carrier provisioning

Telephone Client Support
(Jana Tarasenko)
- Help Desk
- Moves, adds & changes
- Billing

Telephone Information Center
(Diane Catalano)
- Telephone operators
- Directory Assistance
- NameConnector
- Audio bridge reservations

Telephone Services